

SUPERVISOR OF HOUSING AND COMMUNITY ENHANCEMENT

GRADE: 23

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Supervisor of Housing and Community Enhancement performs difficult professional and intermediate administrative work overseeing the City's housing inspections and code enforcement. The work involves securing and maintaining compliance with the ordinances and regulations of the City of Rockville including but not limited to the property maintenance code, housing code, Landlord/Tenant regulations, and the zoning ordinance. The work requires a proactive approach to explain specialized matters and involves cooperation and persuasion. The work requires light physical effort under good working conditions. The incumbent's work is subject to functional policies and goals under the general managerial direction of the Director of Public Safety, Neighborhood and Community Services and has serious consequences relative to program development, service delivery and supervision of subordinate staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Assigns inspections, complaint investigations, rodent abatement, vehicle investigations and other housing and community enhancement inspections to subordinate inspectors.

- Reviews code enforcement inspections and complaint investigation procedures with inspectors and conducts field and office supervision to review quality and accuracy of work.
- Provides technical assistance and direction on inspections and investigations.
- Recommends cases for court action, citations, and investigates complex, difficult and unusual complaints and inquiries.
- Resolves conflicts among tenants, property owners, inspectors, management companies and other parties.
- Works closely with other City departments and investigates and assigns work referred from other departments and outside agencies.
- Trains new inspection staff, prepares material used in training sessions, and conducts regular refresher training for inspectors.
- Attends meetings, conferences and seminars on code related topics.
- Recommends methods, techniques, policies and procedures to increase efficiency of division.
- Compiles information and prepares reports and memoranda.
- Analyzes and reviews existing or proposed policies and procedures for feasibility and clarity ensuring they meet standards and recommends changes as necessary.
- Researches, writes and implements written procedures as required.
- Administer the division's budget preparation and fiscal services. Monitors budget expenditures throughout the year. Reviews monthly reconciliation sheets and coordinates procurement of goods and services.
- Keeps abreast of significant trends and new regulations related to code enforcement activities, submitting written reports and studies as required.
- Interviews and hires staff; completes performance evaluations; and performs all required supervisory duties.
- Coordinates the preparation of monthly reports as required.
- Performs other duties and special projects as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in business administration, public administration, urban studies, construction management, human services or related field and four years of progressively responsible experience in housing inspection, code enforcement, or housing management. Possession of an appropriate driver's license valid in the State of Maryland. Possession of (or ability to obtain) certification by the State of Maryland as a Building Inspector and certification by the Building Officials and Code Administrators (BOCA) as a One and Two Family Combination Inspector.

Preferred Knowledge, Skills and Abilities:

- Thorough knowledge of the possible flaws and defects in building construction and related trades, and of effective corrective measures.
- Thorough knowledge of the methods, materials, and techniques involved in building construction, repair, and alteration.
- Thorough knowledge of the City zoning, housing, property maintenance codes, and the refuse, licensing, and occupations ordinances.
- Considerable knowledge of the BOCA, Building, Mechanical, and Plumbing Code, and the National Electrical Code and CABO One and Two Family Dwelling Code.
- Working knowledge of the office management practices and procedures involved in keeping strict account of license applications and licenses and their status.
- Knowledge of the budget process and of financial management.
- Knowledge and understanding of applicable Federal, State and local laws and guidelines pertaining to employment and personnel procedures.
- Ability to plan and assign the work of a group of skilled inspectors in a manner conducive to full and timely inspection of complaints and license applications.
- Ability to establish and maintain firm but effective working relationships with tenants, homeowners, property managers and the general public while under difficult and possibly contentious circumstances.
- Ability to prepare reports, memoranda and other data.
- Ability to express thoughts clearly and concisely both orally and in writing.
- Good organizational skills.